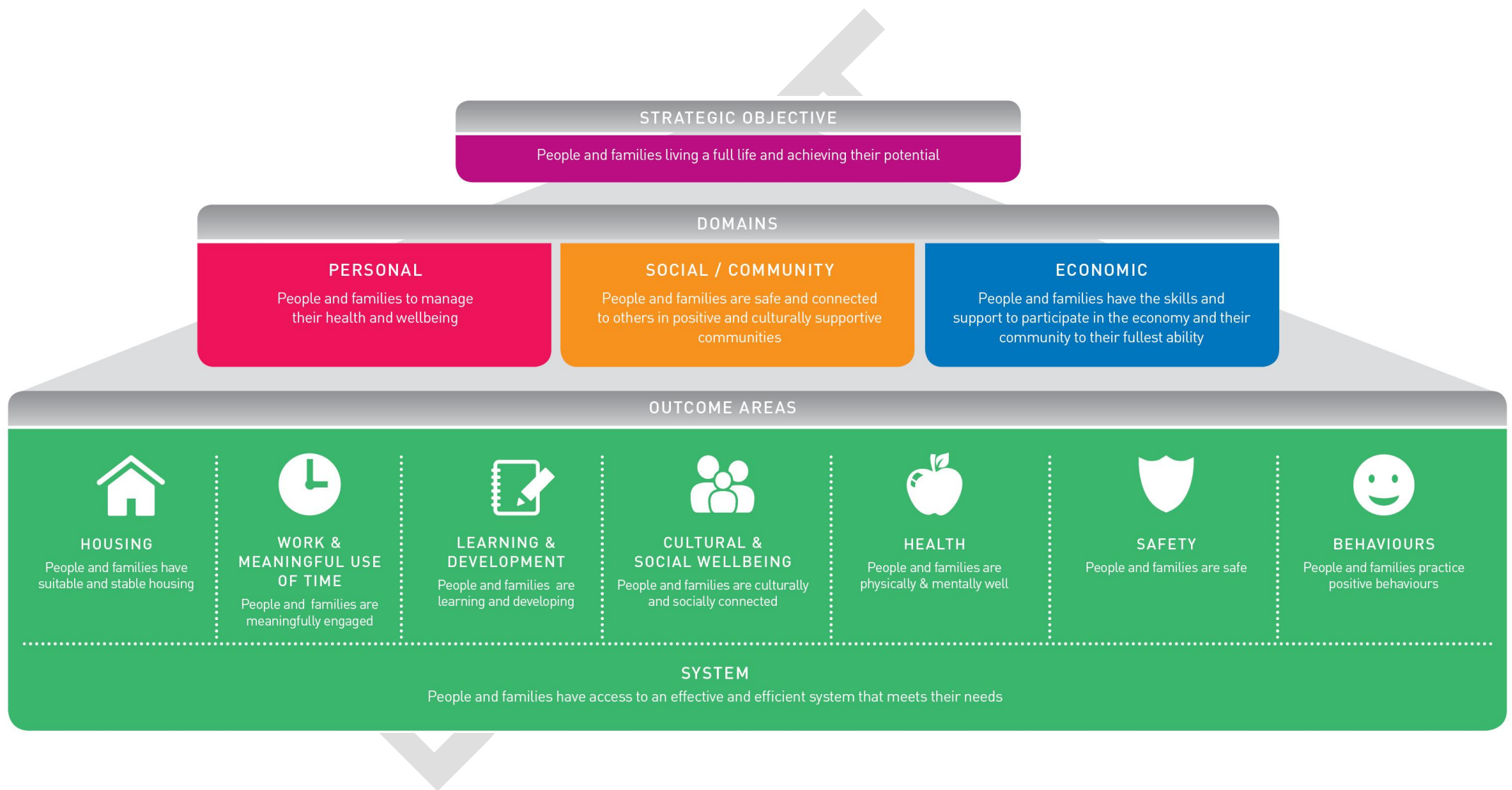


Outcomes Framework User Guide

Version 1.0 January 2015



The Outcomes Framework



Contents

Introduction.....	1
Measuring outcomes: an overview of the outcomes framework	2
Housing	3
Work and meaningful use of time	5
Learning and development.....	6
Cultural and social wellbeing	10
Health	13
Safety	15
Behaviours and risk	18

Introduction

The purpose of this guide is to provide detailed information regarding the process of tracking outcomes measures for Services Connect clients. Traditionally human services have measured inputs such as the amount of funding provided and outputs such as the number of services delivered. Services Connect is shifting the focus to measure outcomes. An outcomes framework provides one approach to fully understand whether the services being funded and delivered are having a real and lasting impact for vulnerable Victorians. Measuring outcomes tells us if we have achieved what we want to achieve for clients.

The outcomes framework being tested through Services Connect has seven outcome areas. Each outcome area is underpinned by 'indicators' and 'measures' that will allow us to assess if change has occurred for clients following interventions received through Services Connect. Some outcome measures are more long term and may not change or are unlikely to change during the course of Services Connect intervention.

Below is an example of the process used to determine outcomes for clients.

Example 1: Client presenting with a physical disability and facing mobility and access issues.

Previously we may have measured and recorded that this client was provided with a wheelchair and adaptations were made to their home. The wheelchair and housing adaptations are the outputs (interventions). The information does not tell us what impact these interventions have had on the client's life.

Using an outcomes framework we will measure actual change, such as whether the client's house is now more suitable and meets their needs. We will also measure changes to the client's physical and mental health and social wellbeing as a result of being provided with a wheelchair and more suitable housing.

Inputs (what is available)	Activities (what can you offer)	Outputs (what can you achieve with what you can offer)	Outcomes (short term) (what are the expected short term changes)	Outcomes (long term) (what are the expected long term changes)
What resources are available to help achieve change for this person?	What activities/ services will help achieve maximum impact?	What will you offer your client that will help achieve maximum impact? How much support/service provision is required to achieve real change?	How will you know the interventions are working? What short term changes would you expect/like to see for this person that will indicate that the interventions and support are working and the client is progressing towards their goals?	What long term changes would you expect/like to see that will indicate that the interventions and support have worked?
• Key worker • Client and family members • Funding packages.	• Funding available for mobility aids • Home maintenance program • Community referral program.	• Provision of wheel chair • Housing adaptations including installation of an access ramp • Arrange for community transport scheme to transport client to and from the local neighbourhood house to attend weekly social programs.	• Client reports that housing is more suitable and meets their needs • Client reports an increased ability to prepare and cook meals alone at home • For the first time, client attends a weekly cooking program and becomes a member of the community garden committee.	• Client is supported to live independently • Client is physically and mentally well • Client is engaged in regular meaningful activity.

An overview of the outcomes framework

Outcome Area	Outcome Indicators	What we are trying to capture
Housing	Suitable housing	Suitability and appropriateness of housing conditions including overcrowding, living conditions and location.
	Stable housing	Stability and affordability of current living arrangements including security of housing tenure.
Work and meaningful use of time	Engagement in the labour market	Extent of engagement in paid employment.
	Engagement in meaningful activity	Outside of paid employment, extent of engagement in meaningful activity that may contribute to a range of economic, social, health and wellbeing outcomes.
Learning and development	Early childhood development	Early childhood development and overall wellbeing including indications of future health, development and wellbeing.
	School achievement	School achievement and participation including school attendance, learning difficulties and educational stability.
	Post compulsory learning	Extent of engagement in learning and achievement outside of the formal primary or secondary school environment.
	Independent living skills	Ability to function and live independently and whether additional support is required.
Cultural and social wellbeing	Family and relationships	Extent of quality relationships including family, cultural and social connections.
	Sense of place and belonging	Connectedness and belonging to cultural and spiritual communities including engagement in relevant cultural events and activities.
	Social involvement	Extent of involvement in social and recreational activities.
Health	Mental health	Mental health and wellbeing including factors that may affect state of mental health.
	Physical health	Physical health and wellbeing including factors that may affect state of physical health.
Safety	Abuse and neglect	Existence and extent of abuse and neglect including child and elder abuse, physical, sexual and financial abuse and neglect.
	Family violence	Existence and extent of family violence.
	Injury	Extent of injury including self harm and physical abuse.
	Safe environment	Existence of abuse, bullying, violence, coercion or exploitation inside and outside the home.
Behaviours	Alcohol and other drug use	Alcohol and drug consumption including impact and risks of alcohol and drug use.
	Sexual risk	Sexual exploitation, sexual assault and abuse including autonomy of decision making and consent.
	Financial stability	Level of financial stability and extent of financial security.
	Gambling	Extent and impact of gambling.
	Offending	Levels and patterns of offending behaviours.



Housing

This outcome area focuses on people and families having suitable and stable housing. There are two indicators for this outcome area:

1. Suitable housing
2. Stable housing

Suitable housing

The purpose of this indicator is to determine the suitability, appropriateness and adequacy of current housing arrangements, and the extent to which household members have the space and control of living space and facilities.

Background information

There are a range of factors that determine housing suitability, these include: the physical state of the housing arrangements; whether there are enough bedrooms for children and adults living in the house; whether living arrangements are age and gender appropriate; whether the kitchen allows for the preparation of food; length of housing tenure; and the extent to which the cost associated with maintaining the upkeep and expenses of the housing arrangements are appropriate, when matched with household income. Other considerations include; whether household members can access a private bathroom; whether children have space and a suitable environment to do homework; and proximity to public transport to access local services.

Outcome indicator	Questions for capture	Answers
Suitable housing	Do you currently have enough bedrooms for your household members?	Yes No Not applicable for this client
	If you live in a rooming house, aged care facility or other congregate living arrangement other than a family home, do you have access to a private bathroom?	Never Sometimes Most of the time Almost always Not applicable for this client
	If there is a person in the house who has additional needs due to health or disability, does your housing have all the required facilities?	Yes No Not applicable for this client
	Is your housing well located for your needs?	Yes No Not applicable for this client
	Is your housing more expensive than you can reasonably afford?	Yes No Not applicable for this client



Stable housing

The purpose of this indicator is to determine stability and affordability of current living arrangements including security of housing tenure.

Background information

Stability of housing has an impact on issues such as; homelessness or likelihood of homelessness; financial difficulties; gambling problems; physical and mental health implications such as depression; poor nutrition; substance misuse; and family breakdowns. Another consideration is the extent to which people are accessing help and support such as rental assistance schemes, as this will have a direct impact on security of housing tenure.

Outcome indicator	Questions for capture	Answers	
Stable housing	Are you currently homeless?	Yes No Not applicable for this client	
	If you are currently homeless, which of the following best describes your situation? (If more than one is applicable, select the most recent or relevant).	Staying with relatives Staying at a friend's house Staying in a caravan Staying in a boarding/rooming house or hostel Staying in a night/homeless shelter	Staying at a refuge Squatting in an abandoned building Sleeping rough Living in a severely overcrowded dwelling Not applicable for this client
	Do you have a housing/lease agreement of 12 months or more?	Yes No Not applicable for this client	
	Can you stay in your current housing for as long as you like?	Yes No Unsure Not applicable for this client	
	How many times have you moved in the last 12 months?	0 1 2 3 4 5	6 7 8 9 10+ Not applicable for this client
	If you have moved in the last 12 months, in which month was your last move?	January February March April May June July	August September October November December Not applicable for this client
	How many weeks of rent do you owe?	0 1 2 3 4 5	6 7 8 9 10+ Not applicable for this client
	If you owe one or more weeks of rent, what is your weekly rent?	\$1-\$74 \$75-\$99 \$100-\$124 \$125-\$149 \$150-\$174 \$175-\$199	\$200-\$224 \$225-\$249 \$250-\$274 \$275-\$299 \$300 and over Not applicable for this client



Work and meaningful use of time

This outcome area focuses on people and families being meaningfully engaged. There are two indicators for this outcome area:

1. Engagement in the labour market
2. Engagement in meaningful activity

Engagement in labour market

The purpose of this indicator is to determine the extent of engagement in the labour market.

Background information

Involvement in the labour market will have a direct impact on quality of life. Security of employment can be an issue. Other considerations include whether people experience barriers to employment and whether they are accessing all available employment pathways. Very often those not participating in employment or other meaningful activity such as education or training, are more likely to experience social and economic disadvantages, poorer physical and mental health or social exclusion (See the learning and development indicator on page 6).

Outcome indicator	Questions for capture	Answers	
Engagement in the labour market	What is your employment status?	Employed full time Employed part time Employed on a casual basis Employed on a contract basis Not employed and looking for work	Not employed and not looking for work Not in labour force Not applicable for this client
	Would you prefer to work more than you currently do?	Yes No Not applicable for this client	

Engagement in meaningful activity

The purpose of this indicator is to determine the extent of engagement in meaningful activity (excluding paid employment). This indicator is closely related to the labour market measure described above and should be considered in conjunction with it.

Background information

The benefits that flow from employment may also be gained from engagement in other forms of activity such as participation in full time education and training or volunteering. It is important that the extent of participation in non-work activity is regular. Engagement in meaningful activity can contribute to a range of economic, social, health and wellbeing outcomes.

Outcome indicator	Questions for capture	Answers
Engagement in meaningful activity	Which of the following activities do you regularly engage in? (select all that apply)	Education/training Caring (full time/part time) Volunteering Extra-curricular programs/activities Work experience Not applicable for this client



Learning and development

This outcome area focuses on the learning and development of people and families. There are four indicators for this outcome area:

1. Early childhood development
2. School achievement
3. Post compulsory learning
4. Independent living skills

Early childhood development

The purpose of this indicator is to measure early childhood development among children. Indicators of early childhood development are predictors of long term life outcomes in terms of both health and wellbeing.

Background information

Access to high quality early childhood education and care, the development of language, and early identification of emotional or behavioural issues are well known indicators of early childhood development and future health, development and overall wellbeing. Considerations include: whether the extent of involvement in early childhood education is regular and meaningful; and whether children are actively involved when people read to them.

Outcome indicator	Questions for capture	Answers
Early childhood development	How many days per week are the children in the household read to?	0 1 2 3 4 5 6 7 Not applicable for this client
	Does the young person attend a government approved early childhood education and care service?	Yes No Not applicable for this client



School achievement

The purpose of this indicator is to assess school achievement of children and young people. Education achievement is an indicator of current wellbeing but is also an important factor for future life chances.

Background information

It is not enough to consider and measure attendance and participation in school – what is important is consideration and measurement of actual achievement as this is the outcome that helps predict employment outcomes later in life. The ability to read, write and perform mathematics is essential in day to day life and for educational opportunities and employment. If children are not actively involved and achieving in school, some of the reasons for this may include: access barriers, learning difficulties and or other issues such as bullying.

Outcome indicator	Questions for capture	Answers		
School achievement	Is the young person currently enrolled in school, including Vocational Education and Training (VET)?	Yes No	Not applicable for this client	
	If the young person is currently enrolled in school (including VET), how many days per week does he/she attend?	Less than 2 days At least 2 days At least 3 days At least 4 days	Full time Not at all Not applicable for this client	
	During the previous four weeks of school, how many days has the young person been absent for any reason?	0 1 2 3	4 5 5+ Not applicable for this client	
	Has the young person had difficulty progressing from one school year to another in the last 12 months?	Yes No	Not applicable for this client	
	How many reports have been unsatisfactory over the last 12 months?	0 1 2	3 4 Not applicable for this client	
	Has the young person's school contacted you with concerns about their performance or behaviour in the last 12 months?	Yes No	Not applicable for this client	
	Has the young person been excluded from school in the last 12 months?	Yes No	Not applicable for this client	
	If the young person has been excluded from school in the last 12 months, how many times has this occurred?	1 2 3 4	5 6 7 8	9 10+ Not applicable for this client
	If the young person has been excluded from school in the last 12 months, in which month did this last occur?	January February March April May	June July August September October	November December Not applicable for this client
	How many schools has the young person attended in the last 12 months?	0 1 2 3	4 5 6 7	8 9 10+ Not applicable for this client
	If the young person has attended more than one school in the last 12 months, in which month was the last move?	January February March April May	June July August September October	November December Not applicable for this client



Post compulsory learning

The purpose of this indicator is to assess post compulsory learning. Higher educational attainment and training increase employability and reduce poverty in the context of a knowledge based economy.

Background information

Post compulsory learning applies to both formal post-compulsory education (such as tertiary education) and non-school qualifications (such as apprenticeships) – both these learning opportunities give people additional skills and qualifications beneficial to their life chances. Providing supports that contribute to people achieving more and better skills and competencies allows them greater opportunities for future success.

Outcome indicator	Questions for capture	Answers	
Post compulsory learning	Have you completed a subject or module in any of the following: TAFE/vocational education institution, adult community education centre, business college, professional association, industry association, university or other tertiary institution?	Yes No Not applicable for this client	
	If you have completed at least one subject or module in any of the above institutions, how many subjects or modules have you completed?	1 2 3 4 5 6	7 8 9 10 Not applicable

Independent living skills

The purpose of this indicator is to measure the extent to which people's independent living skills meet their needs. Independent living skills are important as they provide people with foundation skills required to manage their lives and increase their participation in society.

Background information

Independent living skills are essential for daily living and can impact on quality of life. It is important to determine the extent to which a person can perform all necessary tasks required for daily living. Considerations include: whether they need help and support to develop independent living skills in areas such as social skills, family and other relationship skills, budgeting and managing money, catching public transport, personal care, cooking and housekeeping.

Outcome indicator	Questions for capture	Answers	
Independent living skills	Are you able to take care of and manage your house (e.g. wash clothes, clean)?	Yes Learning to do Not learning to do Not applicable for this client	
	Are you able to shop for food and prepare healthy meals?	Yes Learning to do Not learning to do Not applicable for this client	
	Are you able to make and keep appointments (e.g. doctor, hairdresser)?	Yes Learning to do Not learning to do Not applicable for this client	



	Are you able to fill in forms (e.g. applications for housing, Medicare, bank account, Centrelink etc.)	Yes Learning to do Not learning to do Not applicable for this client
	Are you able to read and understand information in letters, bills and contracts (e.g. telephone, gas, electricity)?	Yes Learning to do Not learning to do Not applicable for this client
	Do you understand the set up and running costs of housing?	Yes Learning to do Not learning to do Not applicable for this client
	Do you understand and know how to manage contracts and bills (e.g. mobile phone, credit cards)?	Yes Learning to do Not learning to do Not applicable for this client
	Do you understand the good and bad points about buying on credit?	Yes Learning to do Not learning to do Not applicable for this client
	Are you able to set up and follow a budget?	Yes Learning to do Not learning to do Not applicable for this client
	Do you have basic financial skills (e.g. counting change, using an ATM)?	Yes Learning to do Not learning to do Not applicable for this client
	Can you advocate for yourself or access advocacy support?	Yes Learning to do Not learning to do Not applicable for this client



Cultural and social wellbeing

This outcome area focuses on people and families being culturally and socially connected. There are three indicators for this outcome area:

1. Family and relationships
2. Sense of place and belonging
3. Social involvement

Family and relationships

The purpose of this indicator is to measure the quality of relationships that people have with their family and friends. Close personal networks (e.g. family, friends, and neighbours) provide people with support for dealing with everyday life, taking on challenges, developing new skills and exploring new roles and experiences.

Background information

Family relationships are the most important social relationships in the lives of most people, especially children and young people, and have a direct influence on development of strong social skills, resilience, self-esteem and on social and emotional wellbeing. Friendships outside the family provide a sense of belonging and companionship for people. Unhealthy relationships, such as those involving conflict or social stress, are known to adversely affect the wellbeing of children, young people, families and communities.

Outcome indicator	Questions for capture	Answers	
Family and relationships	Do you have a strong relationship with someone you live with?	Yes No Not applicable for this client	
	Do you have regular contact with family or friends outside your home?	Yes No Not applicable for this client	
	If you have regular contact with family or friends outside your home, how many times per week on average does this contact occur?	Less than once 1 2 3 4 5	6 7 8 9 10+ Not applicable for this client
	Do your parents/carers spend time 'just talking' to you?	Yes No Not applicable for this client	
	If your parents/carers spend time 'just talking' to you, how many times per week does this happen?	Less than once 1 2 3 4 5	6 7 8 9 10+ Not applicable for this client



Sense of place and belonging

The purpose of this indicator is to measure the sense of place and belonging that people experience. Feeling a part of the local community is an important enabler for developing a sense of belonging and permanency.

Background information

Connectedness and belonging is important for wellbeing. For Aboriginal people this indicator has particular significance, with connectedness to family, land, identity, and culture all identified as being central to the development of resilience and strong positive social networks and relationships. Developing positive and supportive relationships within culturally and linguistically diverse (CALD) communities is also an important affirmation of cultural identity and wellbeing.

Outcome indicator	Questions for capture	Answers	
Sense of place and belonging	In the last three months have you participated in any of the following: Local indigenous network, registered Aboriginal parties, National Aboriginal and Islander Day Observance Committee activities, Aboriginal youth forums or sport and recreation events, reconciliation events or services provided by Aboriginal Community Controlled Organisations?	Yes No Not applicable for this client	
	If you have participated in any of the above listed activities in the last three months, how many times has this happened?	1 2 3 4 5 6	7 8 9 10+ Not applicable for this client
	Do you have regular contact with other Aboriginal children/young people?	Yes No Not applicable for this client	
	If you have regular contact with other Aboriginal children/young people, how many times per week?	1 2 3 4 5 6	7 8 9 10+ Not applicable for this client
	Do you have regular contact with other children/young people from your community/culture of origin?	Yes No Not applicable for this client	
	If you have regular contact with other children/young people from your community/culture of origin, how many times per week?	1 2 3 4 5 6	7 8 9 10+ Not applicable for this client
	Do you attend events relevant to your culture or community?	Yes No Not applicable for this client	
	If you attend events relevant to your community or culture, how many times per month?	1 2 3 4 5 6	7 8 9 10+ Not applicable for this client



Social involvement

The purpose of this indicator is to measure the extent to which people are socially involved in the community around them. Access to a fulfilling social life is important for everyone regardless of their circumstances and life stage.

Background information

Involvement in regular recreational and social activities helps improve quality of life, builds positive feelings and reduces isolation which is important in building resilience, needed to cope with day to day living. Having strong social networks not only provides emotional support that is helpful in difficult times but also expands opportunities for accessing employment and other material supports.

Outcome indicator	Questions for capture	Answers
Social involvement	Do you participate in: social and recreational activities or social and community networking activities?	Yes No Not applicable for this client



Health

This outcome area focuses on the physical and mental health of people and families. There are two indicators suggested for this outcome area:

1. Mental health
2. Physical health

Mental health

The purpose of this indicator is to measure the mental health and wellbeing of people. The World Health Organisation (WHO) defines being mentally healthy as a state of wellbeing in which the individual realises his or her abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.

Background information

There is a range of factors that affect mental health. Mental health is an essential part of personal wellbeing and strongly influences family relationships, and the ability to contribute to and participate in society. Mental health also significantly influences life expectancy, employment status and financial position. Consequently mental illness is associated with enormous health, social and economic costs for individuals and for the community more broadly.

Outcome indicator	Questions for capture	Answers
Mental health	Have you deliberately hurt yourself in the past six months?	Yes No Prefer not to say Not applicable for this client
	Have you attempted to hurt yourself in the past six months?	Yes No Prefer not to say Not applicable for this client
	What is the Kessler 10 score? The Kessler 10 assesses levels of anxiety and depression to provide a measure of psychological distress	Enter score: Not applicable for this client
	What is the Strengths and Difficulties (SDQ) score? The Strengths and Difficulties questionnaire is a behavioural screening questionnaire for children and young people aged 3-16 years old.	Enter score: Not applicable for this client



Physical health

The purpose of this indicator is to measure the physical health and wellbeing of people. Physical health influences numerous aspects of people's lives and provides a basis for life outcomes.

Background information

There are numerous factors (individual, family, social, economic, neighbourhood, environmental and political) that affect the achievement of good physical health.

Outcome indicator	Questions for capture	Answers
Physical Health	Was child born with low birth weight?	Yes No Not applicable for this client
	Has child been to all scheduled maternal and child health appointments?	Yes No Not applicable for this client
	Does child have up to date immunisations?	Yes No Not applicable for this client
	What sort of physical activity do you regularly engage in?	Vigorous Moderate Light None (sedentary) Not applicable for this client
	If you regularly engage in physical activity, how many minutes per day would this last?	Up to 15 minutes per day Up to 30 minutes per day Up to 45 minutes per day Up to 60 minutes per day Over 60 minutes per day Not applicable for this client
	If you regularly engage in physical activity, how many days per week would you undertake this level of physical activity?	1 2 3 4 5 6 7 Not applicable for this client
	How many serves of fruit do you consume per day?	0 1 2 or more Not applicable for this client
	How many days per week would you consume this amount?	1 2 3 4 5 6 7 Not applicable for this client
	How many serves of vegetables would you consume per day?	0 1 2 3 4 5 or more Not applicable for this client
	How many days per week would you consume this amount?	1 2 3 4 5 6 7 Not applicable for this client
	Do you miss meals because you have run out of food and cannot afford to buy more?	Yes No Not applicable for this client
	If you miss meals because you have run out of food and cannot afford to buy more, how often does this happen?	At least daily At least weekly At least monthly Not applicable for this client



Safety

This outcome area focuses on the safety of people and families. There are four indicators for this outcome area:

1. Abuse and neglect
2. Family violence
3. Injury
4. Safe environment

Abuse and neglect

The purpose of this indicator is to determine the extent to which abuse and neglect are impacting on the lives of people.

Background information

The experience of abuse and neglect is typically associated with vulnerability and relationships defined by an unhealthy power imbalance, mistreatment and breaches of trust. Vulnerable populations can include the elderly, people with disabilities, and women in abusive relationships, and can include a wide spectrum of violence and abuse. Children and young people who are exposed to unsafe and abusive environments are at risk of a range of short and long term negative consequences. Child maltreatment takes many forms including neglect, physical violence, emotional or psychological abuse, and sexual abuse. There are many factors known to contribute to child neglect or abuse. These include history of family violence, poor parental mental health and parental history of being neglected and abused.

Outcome indicator	Questions for capture	Answers	
Abuse and neglect	Has there been a child abuse substantiation in the last 3 months?	Yes No	Not applicable for this client
	Has there been a child abuse re-substantiation in the last 3 months?	Yes No	Not applicable for this client
	In the last six months, has anyone done anything to you, physically or sexually, that you didn't want them to do?	Yes No Prefer not to say	Not applicable for this client
	In the last six months, has anyone you know or trust misused or mismanaged your property or financial resources?	Yes No Prefer not to say	Not applicable for this client
	In the last six months, have you felt stressed or afraid because of the actions or threats of another person?	Yes No Prefer not to say	Not applicable for this client
	In the last six months, has someone that you know or trust stopped you from having contact with other people?	Yes No Prefer not to say	Not applicable for this client
	In the last six months, has your carer, or someone responsible for your care, failed to make sure you are provided with essential things like adequate food, shelter, clothing, medical or dental care?	Yes No Prefer not to say	Not applicable for this client



Family violence

The purpose of this indicator is to determine the extent to which the experience of family violence is impacting on the lives of people. Family violence is a leading cause of homelessness, poverty, preventable death, disability and illness for women.

Background information

Family violence can encompass a range of different forms. A key feature of family violence is the behaviour associated with the exercising of power and control over people. This can manifest in a range of different behaviours and forms of violence and abuse that include physical, sexual, emotional or psychological, economic abuse and stalking. Exposure to family violence is also widely recognised as a form of child abuse. Family violence is a complex social and economic problem.

Outcome indicator	Questions for capture	Answers		
Family violence	Has a family violence order been breached in the last 6 months?	Yes No Prefer not to say	Not applicable for this client	
	If a family violence order has been breached in the last 6 months, in which month did this occur?	January February March April May June	July August September October November December	Not applicable for this client
	In the last six months, did anyone use physical force or violence against you?	Yes No Prefer not to say	Not applicable for this client	
	In the last six months, did anyone use or threaten physical force or violence against you?	Yes No Prefer not to say	Not applicable for this client	

Injury

The purpose of this indicator is to determine the extent to which injury is impacting on people's lives.

Background information

Dealing with injury can be difficult and is often impacted by personal, socio-economic and environmental factors. Serious injury can have a major impact on a person's life, potentially lasting a lifetime. The most common injuries are those associated with falls, poisoning and road accidents with the causes varying according to age (for example poisoning is most prominent in toddlers, falls in school-age children and older people, and road accidents in young people and adults). Personal choice and decision making around lifestyle, risk, and behaviour play a significant part in injury prevention.

Outcome indicator	Questions for capture	Answers		
Injury	Have you had an injury requiring medical attention in the last six months?	Yes No Prefer not to say Not applicable for this client		
	If you have had an injury requiring medical attention in the last six months, how many have you had?	1 2 3 4	5 6 7 8	9 10+ Not applicable for this client



Safe environment

The purpose of this indicator is to measure the extent to which people feel safe in their community. Personal relationships and environments that are underpinned by trust and perceptions of safety will foster greater wellbeing and community participation.

Background information

The degree to which we feel safe is subjective; it is shaped by the experience of personal relationships and different environments in which people engage with each other. The experience of violence (actual or threatened) will affect trust and reduce likelihood of community participation. Increasingly, the online environment is providing more platforms where people engage with each other. This is especially the case for children and young people. The online environment can provide both opportunities and risks. Very often children and young people are unaware of the extent of risk and how to recognise and effectively deal with online risk.

Outcome indicator	Questions for capture	Answers
Safe environment	In the last 12 months, did anyone, including people you know, use physical force or violence against you?	Yes No Prefer not to say Not applicable for this client
	In the last 12 months, did anyone, including people you know, try or threaten to use physical force or violence against you?	Yes No Prefer not to say Not applicable for this client
	Do you feel safe at home?	Yes No Prefer not to say Not applicable for this client
	Do you feel safe at work?	Yes No Prefer not to say Not applicable for this client
	Do you feel safe at school?	Yes No Prefer not to say Not applicable for this client
	Do you feel safe when using the internet?	Yes No Prefer not to say Not applicable for this client
	Have you experienced the following in the last 12 months: Bullying or harassment by friends or acquaintances; bullying or harassment by strangers; unwanted sexual approaches in chat rooms, social networking sites or on email; accidentally coming across sexual images or content; being sent unwanted sexual images or content; someone using your photos in an inappropriate way; someone taking unwanted photos of you and circulating them; threats in the place where you access the internet?	Yes No Prefer not to say Not applicable for this client



Behaviours and risk

This outcome area focuses on behaviours and risks. There are five indicators for this outcome area:

1. Alcohol and other drug use
2. Sexual risk
3. Financial stability
4. Gambling
5. Offending

Alcohol and other drug use

The purpose of this indicator is to measure the impact of alcohol and other drug use on people's lives. Substance use is among the top 20 risk factors for death and disability worldwide.

Background information

The risks associated with alcohol, tobacco and other drug use fall on a continuum from lower to higher risks. Higher risk substance use is associated with dependence. There are significant costs – both to individuals and to society – associated with non-dependent but hazardous substance use. Substance misuse can lead to increased risks of social, financial, legal and relationship problems. People need support to make choices that reinforce positive behaviours and reduce unhealthy risk taking, including making choices that reduce the risk of harm associated with alcohol, tobacco and other drug use.

Outcome indicator	Questions for capture	Answers		
Alcohol and other drug use	What is the alcohol use disorders identification test (AUDIT) score?	Enter score: Not applicable for this client		
	Do you regularly consume drinks containing alcohol?	Yes No	Prefer not to say Not applicable for this client	
	If you regularly consume drinks containing alcohol, how many drinks do you have per day?	1 2 3	4 5 6 7	Prefer not to say Not applicable for this client
	If you regularly consume drinks containing alcohol, how many days per week?	1 2 3 4	5 6 7	Prefer not to say Not applicable for this client
	What is the drug use disorders identification test (DUDIT) score?	Enter score: Not applicable for this client		
	Do you regularly use illicit drugs?	Yes No	Prefer not to say Not applicable for this client	
	If you regularly use illicit drugs, how many times per day?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
	If you regularly use illicit drugs, how many days per week?	1 2 3	4 5 6 7	Prefer not to say Not applicable for this client
	Do you regularly misuse prescription drugs?	Yes	Prefer not to say	



(This is defined as the use of prescription medication for a purpose other than the reason it was prescribed or when a person takes medication that was not prescribed to him or her.)	No	Not applicable for this client	
If you regularly misuse prescription drugs, how many times per day?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
If you regularly misuse prescription drugs, how many days per week do you do this?	1 2 3 4	5 6 7	Prefer not to say Not applicable for this client

Sexual risk

The purpose of this indicator is to determine levels of sexual risk.

Background information

An individual's sexual health and wellbeing, including their ability to make decisions regarding their sexual life, is influenced by a range of factors including gender, sexual orientation, marital status, physical, psychological, cognitive, socio-cultural, religious, legal and economic factors. Some sexual behaviours are likely to increase an individual's risk of sexual ill health, including risk of sexually transmitted infections, unplanned or unwanted pregnancy, unsafe abortion, infertility, gender-based violence, sexual dysfunction and discrimination. These consequences are significant. Development of appropriate sexual competence – that is, a person's level of awareness, knowledge and willingness to demonstrate responsibility during sexual practices (e.g. protection during sexual activity, no regret, autonomy of decision-making and consensuality) is important for everyone. Sexual exploitation is becoming more prominent. Regardless of personal behaviour and individual circumstances, all people have the right to be free from any form of sexual exploitation.

Outcome indicator	Questions for capture	Answers		
Sexual risk	Have you felt taken advantage of sexually in the past 12 months?	Yes No	Prefer not to say Not applicable for this client	
	If you have felt taken advantage of sexually in the past 12 months, how many times has this happened?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
	Have you had regret following a sexual experience in the past 12 months?	Yes No	Prefer not to say Not applicable for this client	
	If you have had regret following a sexual experience in the past 12 months, how many times has this happened?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
	In the past 12 months have you had a sexual experience involving the financial benefit of yourself or someone else?	Yes No	Prefer not to say Not applicable for this client	
	If you have had a sexual experience involving the financial benefit of yourself or someone else in the last 12 months, how many times?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client



Financial stability

The purpose of this indicator is to determine the level of financial stability experienced by people accessing Services Connect. Financial stability is important for ensuring that individuals and families can purchase the necessary goods and services needed for everyday living.

Background information

When financial problems occur, often people face difficulties paying for basic goods and services such as food, heating for the home, electricity, gas, telephone bills or transport costs. This can have significant negative impacts on individuals and families. It is important to assist people to develop the skills to manage their finances and to connect with services that help address financial instability.

Outcome indicator	Questions for capture	Answers
Financial stability	What is your weekly personal income?	\$1-199 \$200-299 \$300-399 \$400-499 \$500-599 \$600+ Prefer not to say Not applicable for this client
	Have there been times when you have been unable to afford to: purchase food or meals; heat your home; pay an electricity, water or gas bill; pay a phone bill; or pay rent?	Yes No Prefer not to say Not applicable for this client



Gambling

The purpose of this indicator is to determine the impact of gambling on people's lives. Problem gambling is a significant risk to household financial stability.

Background information

Gambling can also lead to mental and physical health difficulties increasing the likelihood of having problems with alcohol, difficulty in maintaining employment (which further contributes to financial instability), and an increased risk of relationship breakdown. Problem gambling can be hard to detect. It is important to try and determine the extent of the problem as early as possible to help people understand the impact of the consequences associated with gambling.

Outcome indicator	Questions for capture	Answers
Gambling	Thinking about the last 12 months, have you bet/gambled more than you could really afford to lose?	Never Sometimes Most of the time Almost always Not applicable for this client
	Thinking about the last 12 months, have you needed to gamble with larger amounts of money to get the same feeling of excitement?	Never Sometimes Most of the time Almost always Not applicable for this client
	When you gambled, did you go back another day to try and win back the money you lost?	Never Sometimes Most of the time Almost always Not applicable for this client
	Have you borrowed money, or sold anything, to get money to gamble?	Never Sometimes Most of the time Almost always Not applicable for this client
	Have you felt that you might have a problem with gambling?	Never Sometimes Most of the time Almost always Not applicable for this client
	Has gambling caused you any health problems, including stress or anxiety?	Never Sometimes Most of the time Almost always Not applicable for this client
	Have people criticised your betting, or told you that you had a gambling problem, regardless of whether you thought it was true?	Never Sometimes Most of the time Almost always Not applicable for this client
	Has gambling caused any financial problems for you or your household?	Never Sometimes Most of the time Almost always Not applicable for this client
	Have you felt guilty about the way you gamble or what happens when you gamble?	Never Sometimes Most of the time Almost always Not applicable for this client



Offending

The purpose of this indicator is to determine the levels and patterns of offending behaviour. The negative effects of offending are significant and impact on the victim of the crime, the offender, their families, and the wider community.

Background information

The costs associated with criminal activity include costs of medical and other treatment, costs due to loss of ability to work in a paid or unpaid capacity, costs associated with property losses, and the personal impact such as fear, pain, suffering and loss of quality of life. The ongoing physical, psychological, economic and social impacts on partners and children of offenders, regardless of whether they are the victims of the crime, are significant. It is important that people are supported to make positive personal choices and develop safe and positive personal relationships. Critical to this is the need for people to avoid committing criminal offences – whether a first or subsequent offence - including refraining from breaching court orders.

Outcome indicator	Questions for capture	Answers		
Offending	Have you been charged with a criminal offence in the last six months?	Yes No Prefer not to say Not applicable for this client		
	If you have been charged with a criminal offence in the last six months, how many times?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
	If you have been charged with a criminal offence in the last six months, in which month did this last occur?	January February March April May June	July August September October November December	Not applicable for this client
	Have you breached a court order in the last six months?	Yes No Prefer not to say Not applicable for this client		
	If you have breached a court order in the last six months, how many times?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
	If you have breached a court order in the last six months, in which month did this last occur?	January February March April May June	July August September October November December	Not applicable for this client
	Have you re-offended in the last six months?	Yes No Prefer not to say Not applicable for this client		
	If you have re-offended in the last six months, how many times?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
	If you have re-offended in the last six months, in	January	July	Not applicable



	which month did this last occur?	February March April May June	August September October November December	for this client
	Have you received a community based order in the last six months?	Yes No Prefer not to say Not applicable for this client		
	If you have received a community based order in the last six months, how many have you received?	1 2 3 4	5 6 7 8 9	10+ Prefer not to say Not applicable for this client
	If you have received a community based order in the last six months, in which month did this last occur?	January February March April May June	July August September October November December	Not applicable for this client

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